

23rd November 2020
16:15

Dear Families

Re: Communication to Burton Borough School Families during the COVID-19 Pandemic

You may be aware that on Friday afternoon after school hours, we sent out important information via email regarding some of year 10s having to isolate. This was following a call where we were informed that one of our students had tested positive for COVID-19. However, later on that evening, we were alerted on our social media pages that some families had not received the email despite the message on our system saying that the emails had been sent. We tried to send the letter out via email again once we found out there had been a problem but the emails still did not get through.

We worked tirelessly throughout Friday evening and Saturday to resolve the situation and found that the error was due to an external issue that was beyond our control. We did however manage to send the email out successfully on Saturday afternoon once the issue had been rectified externally.

We will always send out/post important information regarding COVID in a number of ways in case there is a failure with one system, as experienced on Friday:

- **All communication regarding COVID-19 is sent to affected families via email. Where appropriate an email to all families will be sent as well.**
- **Letters for all families regarding COVID-19 are posted on our official social media sites. The handle for both Twitter and Instagram is [@BurtonBorough](#).**
- **Important letters are also uploaded to our school website under the 'News' section and can also be found on the home page.**

I would like to apologise for any confusion the external error of the email system caused on Friday and I hope that families will understand we did everything that we possibly could, as quickly as we could, to get the message out.

In addition, we would be very grateful, if where possible, families could check the various methods of communication before emailing or contacting the school on social media. We have to work extremely quickly and make numerous calls to ensure we are making the correct decisions. Any individual emails and messages on social media can significantly slow down this process. **The quickest method is to look on our social media pages or website for communication from the school** as sometimes, emails can take a little while to get through when sending them to a very large group.

Thank you to all families who alerted us to the email issue on Friday and to everyone for your understanding.

Best wishes and stay safe,



Krissi Carter
Principal